

# Best Practices

Statewide Training Officers  
Work Group



# Goal

- Develop consistent criteria to enhance the quality of statewide training



# Members

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# Deliverables

Develop scorecards to assess the quality of:

- Training courses
- Trainers
- Training function



# What is a Scorecard?

- A strategic performance management tool
- A scorecard enables:
  - Translating vision into operational goals
  - Communicating vision and linking it to performance
  - Feedback and learning
  - Adjusting the strategy accordingly



# Tie to Value of Training

- Scorecards are a way to assure that the training we provide adds value to our organizations



# Benefits of Using Scorecards

## To the Organization:

- Measurement of value of training
- Measurement of management of training

## To the Individual:

- Knowledge of value of classes
- Knowledge of skill and ability of trainers



# How to Use Scorecards

- Voluntary
- Annual
- Report to executive management





# Scorecard for Training Class

- Needs Assessment
  - Objectives
  - Design
  - Lesson Plans
  - Training Materials
  - Course Evaluation
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- Resources



# Scorecard for Trainer

- Instructional Methods
  - Delivery Skills
  - Department Link
  - Instructor Evaluation
  - Course Evaluation
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- Resources



# Scorecard Training Function

- Training Policy and Procedures
- Training Plan
- HR Mod Leadership Competency Integration
- Mandatory Training Program
- Learning Management System
- Communication Plan
- Course Evaluation
- Resources

# What do Colors and N/A Mean?

- **Red:** Does not exist
- **Yellow:** Started or need to improve
- **Green:** Well done
- **N/A:** Does not apply



# Scorecards on HR Mod Site

- Training courses
- Trainers
- Training function



# Thank you

If you have any resources to share on:

- Training courses scorecards
- Trainers scorecards
- Training function scorecards

Please let me know:

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